CEC Entertainment

Where a Kid Can be a Kid!

CEC FOCUS

Chuck E. Cheese's

June 2, 2006

thought of the week...



Without goals, and plans to reach them, you are like a ship that has set sail with no destination.
Fitzhugh Dodson

Inside this issue:



Make Magical Hospitality Roseville, CA #633 Western Region ~ Wayne Casey's District Great Leadership From GM ~ Bill Agin

I am writing to express my appreciation for the excellent service I received. The associate assigned to our party was very helpful, upbeat, and courteous. She would always offer suggestions that would make things convenient for us (like putting all the gifts in big bags to make them easier to transport; she just didn't hand us the bags, she packed all the gifts herself).

During the party, one of our guests lost his retainers and needed to rummage through the trash to find it. Our associate, while I didn't expect her to do the rummaging, was sharp enough to remember which trash receptacle to search in. Our guest then had no problem finding his missing retainer.

Finally, when we got home that evening, there was a message on our machine from the manager. They had found a $20 gift card that one of the guests misplaced (it had my son's name on it as the recipient). The manager stored the gift card for pick up later on. This was practically as good as cash to the employee who found it so we're very appreciative of their honesty.

I'm uncertain what your company does to recognize its employees but please find a way to commend these folks that went over & beyond.

Thank you.

Magical Hospitality



Magical Hospitality Clarksville, TN #368
Southeast Region ~ Jim Hamblen's District
Great Leadership From GM ~ Brad Congdon

I wanted to write you a note to commend one of your employees at the **Clarksville, TN Chuck E. Cheese's**. His name is **Mr. Chris Lockwood**. **Chris** has gone above and beyond what one might expect for customer service, especially these days. We have friends whose son is terminally ill. He loves eating at what they lovingly call CEC. **Mr. Lockwood** was kind enough to accommodate another friend of ours yesterday after she had run all around the DC area with no success trying to get gift cards for Davis. When she called **Chris**, he sold her the gift cards over the phone and then took them home to mail to Davis. Today, he did the same for me. I know these cards will help his family and keep a young boy smiling. You have one special employee in **Chris Lockwood.**



Even More Magical Hospitality

Magical Hospitality Joliet, IL #094
Midwest Region ~ Arshad Khan's District
Great Leadership From GM ~ Kelly Kasper

I just had to take a minute to commend your staff at the **Joliet** Chuck E. Cheese's. I frequent your establishments approximately three times a week. I have been to every Chuck E. Cheese's in the area including: Naperville, Darien, Orland Park, and Joliet. I work with Matt, a 19 year old teenager who has Autism. He enjoys nothing more then an afternoon watching the shows, and eating breadsticks, which are his favorite! It makes his entire day. I have never been treated better than by the staff in **Joliet**. Everyone always treats us with the respect that we rarely receive elsewhere since many businesses are not prepared to deal with children who have special needs.

Everyone from the game techs, to the servers, and management always express sincere kindness, and go out of their way to lend a hand to make our time easier and more enjoyable. They make us feel welcome and often times even attempt to socialize with Matt and me since we have become regulars. They treat him as if he were any other child and it is definitely appreciated, and should not go unnoticed.

We often find it difficult to go out in public due to Matt's aggressive and vocal nature, and find the harsh treatment we often receive inappropriate and it makes things uncomfortable. Your staff has always been the opposite of that and they deserve some recognition for their tremendous efforts.

A big thank you!

Human Resources Corner

New! **The UnitedHealth PremiumSM Designation Program from UnitedHealthcare.**

You might be surprised to learn that hospitals and physicians aren't all alike, and that variability in care can affect the quality of care you receive. That's why it's important to choose carefully, especially when it comes to specialty care. But finding quality information about physicians and hospitals can be difficult and confusing. That's why UnitedHealthcare developed the UnitedHealth Premium designation program.

This program makes it easier for you to identify physicians and hospitals committed to following evidenced-based quality and effectiveness guidelines across three important specialty areas of medicine: cardiac, cancer and orthopedic care. To receive UnitedHealth Premium designation, physicians and hospitals must apply and meet UnitedHealthcare's quality criteria, which are based on widely accepted externally published evidence-based medicine, clinical society guidelines and expert physician advice.

The UnitedHealth Premium designation program offers you many benefits:

The UnitedHealth Premium Program was designed with your needs in mind. Here are some ways that the program can benefit you:

Information to help you make informed choices about your care.
Confidence about choosing specialists and hospitals committed to quality.
Easy access to information, online or by phone-so you can focus on your care.
No referral needed because UnitedHealth Premium physicians are in the network.

If you need specialty care, we encourage you to:

Consult myuhc.com® to learn more about how physicians and hospitals are designated, including specific program criteria.

Search under Physicians and Facilities on myuhc.com to find a UnitedHealth Premium designated physician or hospital. Just look for these symbols next to your search results:

UnitedHealth Premium quality and efficiency designation
UnitedHealth Premium quality designation
Call a Customer Care Professional at the number listed on your ID card for more information.

The UnitedHealth Premium designation program uses data from publicly available data sets, claims and survey data from physicians to create a multi-dimensional view of physician and facility performance. Only physicians and facilities that apply and meet UnitedHealth Premium criteria, and who have sufficient claims data for analysis, may be included. Physicians and facilities listed in the network but not designated, either have not applied for designation, did not have adequate claims data or did not meet program criteria.

Designations are intended as a resource for informational purposes. UnitedHealthcare does not provide health care services nor practice medicine. Physicians are solely responsible for medical judgments and treatments. A designation does not guarantee the quality of care being rendered. All physicians and facilities that contract with UnitedHealthcare have met credentialing requirements. Regardless of designation, plan enrollees have access to all physicians and facilities in the UnitedHealthcare network.





Compliments

Week Ending May 28, 2006

Midwest Region:
34, 694, 94

Western Region:
321, 633, 358, 413, 558

Southwest Region:
599, 854, 32

Northern Region:
512, 523, 2~500, 511, 534, 536

Southeast Region:
368, 2~541, 430, 954, 420

Complaints

Week Ending May 28, 2006

Midwest Region:
2~63, 685, 842, 694, 832, 82, 665, 77

Western Region:
852, 2~353, 406, 115, 405

Southwest Region:
735, 943, 597, 579, 32, 33, 706

Northern Region:
448, 485, 485, 542, 457, 480, 498, 516, 526, 743, 738, 628, 535

Southeast Region:
532, 56, 99, 455, 71, 601, 66, 433, 438, 2~66, 79, 869, 703, 869, 436, 2~780

WEEK 21

TOP TEN SALES VOLUME

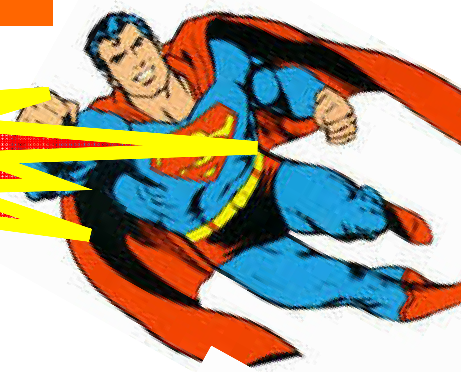
	LOCATION		VOLUME
1	446	Bell /Los Ang	$73,591
2	438	Kendall,Fl	$69,424
3	418	Sun Valley /Los Ang	$67,106
4	420	Brandon /Tampa	$61,323
5	377	Lynwood, Ca	$61,264
6	522	Brooklyn, New York	$61,203
7	682	Boca Raton	$60,315
8	523	Bronx, New York	$59,870
9	634	Glendale	$58,796
10	465	Torrance /Los Ang	$57,020

TOP TEN SALES INCREASE

LOCATION		% INCREASE
300	Olympia	65.4%
930	Beaumont, Tx	63.0%
415	San Bernardino /Los	59.2%
891	Tulsa-Crossing Oaks	54.3%
306	Kent, Washington	53.0%
305	Bellevue, Washington	48.0%
338	Burlington/Cascade M	45.9%
460	St Petersburg /Tampa	45.6%
333	Vancouver,Wa	45.1%
664	Murfreesboro	43.7%

Merchandise Tips

Superman Ball Drop



Who: Superman and his friends are flying in for the summer.
What: You will be receiving a drop shipment of 80 each of the $3.99 licensed balls.
When: The week of June 5th.
Cost: You will be charged $128.00 in period 6.
Display: Display the licensed balls with your $3.99 CEC micro balls on the wall.
Reorders: Call the Merch Dept @ 972-257-3069. Reorders are limited so get them while you can.





The CEC Tool Set has a new look!

The $7.99 CEC Tool Set is now changing to a new and improved $8.99 CEC Tool Set. Once you have finished selling all of your $7.99 CEC tool sets, display this new tool set in the same spot on the merch wall. You will see this new tool set on your order guide with a new CEC item # 53221.



Do you have any $6.99 Dining w/ Chuck's that still have broken bowls or plates??

Call DFI and they will send you replacements with your next order.

CEC Entertainment, Inc.

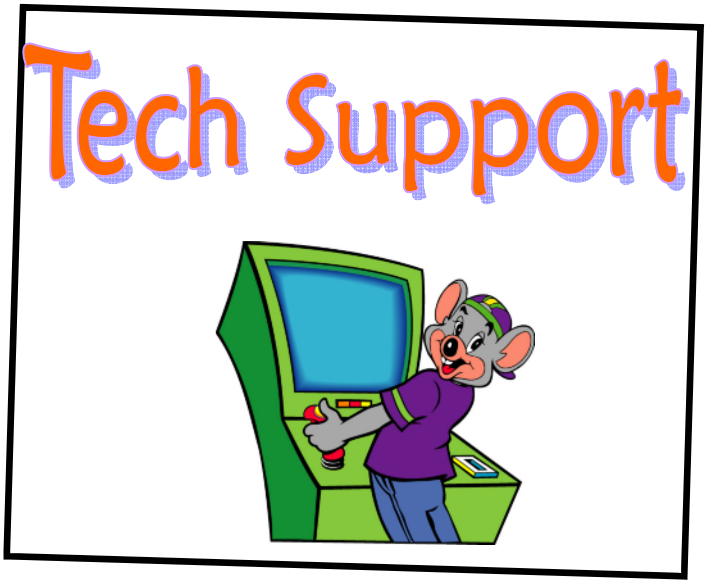
4441 W. Airport FRWY
Irving, TX 75062

www.chuckecheese.com

972-258-8507 Phone
972-258-4215 Fax

Where a Kid Can Be a Kid!

bbs.cecentertainment.com



I.C.E. Sketch Book Printers

As a reminder we provide advance replacement Sketch Book printers. When you place an order please have the model # of the printer (1200 or 1300) that you will need to be shipped to you. The model # can be found on the front cover of the printer. The cartridges used in the two models are not interchangeable. Also when you ship the damaged printer back to us please remove the cartridge before shipping and its better not to ship back ground if possible, this will prevent the printer from having further damage in shipping.

We have also been finding that the printers that are coming in for repair are starting to have a lot of cartridge dust inside the printer indicating that refill cartridges are being used. Please remember that refill cartridges are never to be used and cartridges should always be purchased from the SPT Parts Department.

It is also important not to operate the printers with the side covers off; this will prevent the ribbon cable from getting damaged as you slide the printer in and out of the game to add paper or replacement cartridges.

The Parts numbers for replacement Cartridges are

GSB-0002 for 1200 series printer and cost $51.77

GSB-0002N for the 1300 series printer and cost $54.34



CEC Entertainment

Where a Kid
Can be a Kid!

CEC FOCUS

Chuck E. Cheese's

June 9, 2006

thought of the week...



A man can succeed at almost anything
for which he has unlimited enthusiasm.
Charles M. Schwab

Inside this issue:



Make Magical Hospitality Maple Grove, MN #794
Midwest Region ~ Mike Graeber's District
Great Leadership From GM ~ Troy Watring

Our family celebrated our grandson's 5th birthday at your Maple Grove Chuck E. Cheese's on Sunday, May 21st. As we entered we had our hands stamped, not really knowing why or really even caring why. As our party ended, our daughter, took him to leave to go to the cars. She had not arrived with us, so had not had her hand stamped. She was stopped at the entrance and was not allowed to leave with him, until one of us that came in with him came to say it was okay for her to leave with him.

We were so impressed with this system. I am sure that the planning and implementation of this has been a challenge at times. I have told several people since our party that we are grateful for a business that provides fun for kids is also concerned about their safety.

Thank You!!

Magical Hospitality



Make Magical Hospitality Arvada, CO, #717
Western Region ~ Russ Stutzman's District
Great Leadership From GM ~ Richard Montoya

We had the best visit to Chuck E. Cheese's in Arvada, CO. We visited on May 29th and the staff was very helpful and nice. We stayed until the store was closing. My 3 year old niece told the manager that she loved the Chuck E. Cheese show but that the store should have a real Chuck E. The manager asked if she would like to meet Chuck E. Cheese, and she of course said yes. She was so excited. I wanted to let you know that we will definitely go back to the same location due to the kindness of the staff. Most places would have been happy to see their last customers go home for the night, but your staff went the extra mile to make a little girl happy.

Human Resources Corner



DOL INSPECTION? WHAT DO I DO?

Contact Human Resources **IMMEDIATELY**.

The Dept. of Labor letter details the information needed and in some cases allows us to provide copies to the DOL office instead of an on-site visit. So fax the letter to Human Resources (972-258-4237) so we can determine our options and get ready.

The investigators typically review time records to see if required meal and rest breaks are given and minors are not working later than allowed by specific state guidelines in the evenings. They also review personnel files for required work permits, proofs of age and parental consent forms, if applicable. We have set up reports to assist you with the request for general information and past payroll history. All we need is a phone call from you.

We have had DOL inspections result in penalties as high as $78,000 for one location. That penalty hits the location. REMEMBER the Dept. of Labor has the right to inspect employment and time records **upon request**.



Compliments

Week Ending June 4, 2006

Midwest Region:
714, 794, 947
Western Region:
404, 390, 717, 333
Southwest Region:
none
Northern Region:
501, 476, 481, 553
Southeast Region:
772, 602, 613, 719

Complaints

Week Ending June 4, 2006

Midwest Region:
97, 34, 873
Western Region:
2~404, 329, 355, 462, 465, 315, 421, 439, 627, 338
Southwest Region:
571, 962, 310, 598, 734, 709
Northern Region:
849, 485, 522, 488, 755, 459, 2~645, 464, 839, 737, 557, 628
Southeast Region:
71, 636,729, 719

WEEK 22

TOP TEN SALES VOLUME

	LOCATION		VOLUME
1	446	Bell /Los Ang	77,104
2	682	Boca Raton	73,083
3	523	Bronx, New York	72,483
4	438	Kendall,Fl	71,614
5	420	Brandon /Tampa	69,940
6	418	Sun Valley /Los Ang	69,735
7	522	Brooklyn, New York	65,681
8	424	Hialeah /Miami	65,598
9	433	Pembroke Pines /Miam	62,584
10	591	Houston/Gulfgate	60,952

TOP TEN SALES INCREASE

LOCATION		% INCREASE
471	Newington (Nh) /Bost	167.6%
947	St. Louis - West Ell	97.7%
478	Danvers /Boston	69.3%
472	Manchester /Boston	61.0%
520	Albany/Latham	60.4%
743	Mentor	56.6%
415	San Bernardino /Los	46.6%
459	Worcester /Boston	44.2%
930	Beaumont, Tx	43.5%
516	Hamburg,Ny	41.8%

Marketing Tips

JUNE 18, 2006 COUPON PROMOTION

All stores will be participating in an FSI coupon promotion on June 18. Coupons will expire on July 29, 2006.

Below is a detailed list of coupon offers by market.

- 1 large pizza with one or two toppings or Super Combo - 4 regular size soft drinks - 30 tokens ONLY $19.99 WITH COUPON	**BUY 50 TOKENS** **GET 50 TOKENS FREE** Get a total of 100 tokens Can be used with other offers	Buy any Large Pizza with 1 topping for only $9.99	- 1 large pizza with one or two toppings or Super Combo - 4 regular size soft drinks - 100 tokens ONLY $29.99 WITH COUPON

MARKETS:

ABILENE
ALBANY, GA
ATLANTA
AUGUSTA
AUSTIN
BATON ROUGE
BILOXI/GULFPORT
BIRMINGHAM
BOWLING GREEN
CEDAR RAPIDS
CHARLESTON, WV
CHICAGO
CLEVELAND
COLORADO SPRINGS
COLUMBIA, MO
COLUMBIA, SC
COLUMBUS, GA
CORPUS CHRISTI
DALLAS/FT. WORTH
DENVER
DETROIT
FLINT/SAGINAW
FORT SMITH
GRAND JUNCTION
GRAND RAPIDS
GREENVILLE, SC
HOUSTON
HUNTSVILLE
INDIANAPOLIS
JACKSON, TN
KANSAS CITY
LITTLE ROCK
LOS ANGELES
MEMPHIS
MIAMI
MILWAUKEE
MINNEAPOLIS
MOBILE/PENSACOLA
NASHVILLE
NEW ORLEANS
OKLAHOMA CITY
ORLANDO
PALM SPRINGS
PHOENIX
PITTSBURGH
PORTLAND, OR
RALEIGH/DURHAM
SAN ANTONIO
SAN DIEGO
SAVANNAH
SHERMAN
SHREVEPORT/TEXARKANA
TAMPA/ST. PETE
TULSA
TYLER/LONGVIEW
WEST PALM
WICHITA FALLS

- 1 large pizza with one or two toppings or Super Combo - 4 regular size soft drinks - 30 tokens ONLY $20.99 WITH COUPON	**BUY 50 TOKENS** **GET 50 TOKENS FREE** Get a total of 100 tokens Can be used with other offers	- 1 large pizza with one or two toppings or Super Combo - 4 regular size soft drinks - 50 tokens ONLY $23.99 WITH COUPON	- 1 large pizza with one or two toppings or Super Combo - 4 regular size soft drinks - 100 tokens ONLY $29.99 WITH COUPON

MARKETS:

ALEXANDRIA
AMARILLO
ANCHORAGE
BAKERSFIELD
BALTIMORE
CINCY
DAVENPORT, IA
DOTHAN
EL PASO
GREEN BAY
HATTISBURG
LA CROSSE
LAFAYETTE
LAKE CHARLES
LANSING
LEXINGTON, KY
LINCOLN
LUBBOCK
MACON
MCALLEN/BROWNSVILLE
MONTGOMERY
NEW YORK
NORFOLK/VA BEACH
OLYMPIA
OMAHA
ROCKFORD, IL
SALINAS/MONTEREY
SALISBURY, MD
SAN FRANCISCO
SANTA BARBARA/SANTA MARIA
SEATTLE
SPRINGFIELD, IL
TOLEDO
VICTORIA
WASHINGTON DC
WACO

Marketing Tips

- 1 large pizza with one or two toppings or Super Combo - 4 regular size soft drinks - 30 tokens ONLY $21.99 WITH COUPON	**BUY 50 TOKENS** **GET 50 TOKENS FREE** Get a total of 100 tokens Can be used with other offers	- 1 large pizza with one or two toppings or Super Combo - 4 regular size soft drinks - 50 tokens ONLY $24.99 WITH COUPON	- 1 large pizza with one or two toppings or Super Combo - 4 regular size soft drinks - 100 tokens ONLY $30.99 WITH COUPON

MARKETS:

ALBANY, NY	FRESNO/VISALIA	LOUISVILLE	SACRAMENTO
ALBUQUERQUE	GREENVILLE/NC (JACKSONVILLE)	PHILADELPHIA	SPRINGFIELD, MA
BINGHAMPTON	HARRISBURG, PA	PORTLAND, ME	ST. LOUIS
BOSTON	HARTFORD	PROVIDENCE	SYRACUSE, NY
CHARLOTTE, NC	JACKSONVILLE, FL	RICHMOND	TOPEKA, KS
COLUMBUS, OH	JOHNSTOWN/ALTOONA	ROCHESTER	

- 1 large pizza with one or two toppings or Super Combo - 4 regular size soft drinks - 30 tokens ONLY $19.99 WITH COUPON	**BUY 50 TOKENS** **GET 50 TOKENS FREE** w/ any food purchase Get a total of 100 tokens Can be used with other offers	Buy any Large Pizza with 1 topping for only $9.99	- 1 large pizza with one or two toppings or Super Combo - 4 regular size soft drinks - 100 tokens ONLY $29.99 WITH COUPON

*****PLEASE NOTE THAT THIS "BUY 50 GET 50" COUPON MUST BE USED WITH A FOOD PURCHASE*****

MARKETS:

BEAUMONT	DAYTON/SPRINGFIELD	KNOXVILLE	SOUTH BEND
BOISE, ID	DES MOINES, IA	PEORIA	SPRINGFIELD, MO
BUFFALO	EVANSVILLE	RAPID CITY	TRI-CITIES/JOHNSON CITY
CHARLESTON, SC	FT. WAYNE	SIOUX CITY	WICHITA, KS
CHATTANOOGA, TN	JOPLIN	SIOUX FALLS	

- 1 large pizza with one or two toppings or Super Combo - 4 regular size soft drinks - 30 tokens ONLY $19.99 WITH COUPON	**BUY 50 TOKENS** **GET 50 TOKENS FREE** w/ any food purchase Get a total of 100 tokens Can be used with other offers	- 1 large pizza with one or two toppings or Super Combo - 4 regular size soft drinks - 50 tokens ONLY $23.99 WITH COUPON	- 1 large pizza with one or two toppings or Super Combo - 4 regular size soft drinks - 100 tokens ONLY $29.99 WITH COUPON

*****PLEASE NOTE THAT THIS "BUY 50 GET 50" COUPON MUST BE USED WITH A FOOD PURCHASE*****

MARKETS:

ERIE	RENO	WILKES BARRE/SCRANTON
GREENSBORO/WINSTON SALEM	ROANOKE, VA	YOUNGSTOWN
MADISON	VEGAS	

SUPER BUFFET SAVER Get 5 free tokens with each buffet purchase

MARKETS:

MIDLAND, TX

Call the POS department at 972/258-5451 if you have any questions about your registers. If you have any questions after hours, call 817/870-0744.

Please call Piper Ranne at 972/258-5489 if you have any questions about the coupon promotion.

Merchandise Tips

Discontinued Merch

WHAT: $1.29 Hockey Vinyl Figure

keep selling until your location runs out

REPLACE WITH: Keep vinyl figure bin on wall stocked with $1.29 Rollerblade Vinyl Figures.

WHAT: $1.99 Token and Ticket Bag

keep selling until your location runs out

REPLACE WITH: New $6.99 CEC Baseball Hat (item# 54199)

DISPLAY XL, LG, MED WALLS: In the same location as the Token and Ticket Bags, display the CEC Baseball Hat on a black hat holder (see picture below).



XL, LG, MED Walls



SM Walls

If your store needs more merchandise hardware, contact the Purchasing Dept @ 972-258-5434.

Suggestive Selling Promo Cups

Remember to keep driving those Promo Cup and Promo Cup Upgrade sales. **How??**

Every child wants to take home a souvenir cup!
For ever guest who orders a drink, offer a Promo Cup Upgrade.
For those coupons that include 4 drinks, don't forget that could be 4 Upgrades.
Ask every birthday party if they want to complete their party by upgrading all their cups.

Let our guests know they can bring them back everyday and use them for FREE!!
How can anyone turn down FREE??!!

CEC Entertainment, Inc.

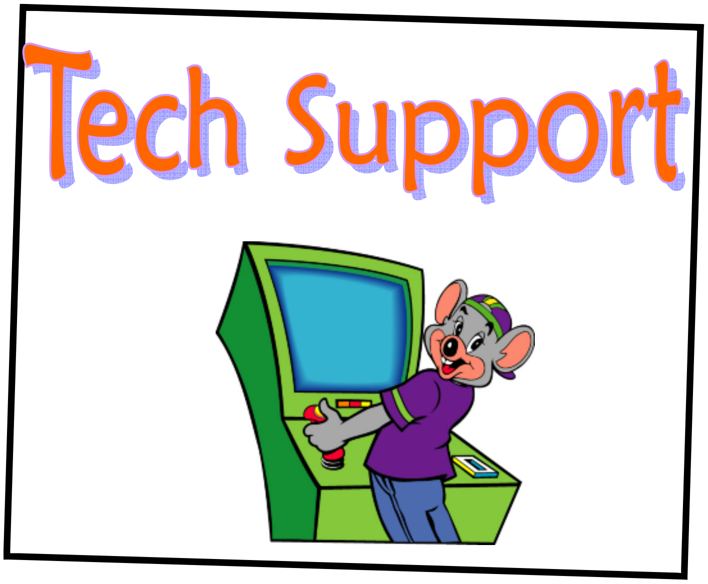
4441 W. Airport FRWY
Irving, TX 75062

www.chuckecheese.com

972-258-8507 Phone
972-258-4215 Fax

Where a Kid Can Be a Kid!

bbs.cecentertainment.com



Each week Technical Support provides Technical Updates and other important information, please be sure to share this information with your Technical Managers. The information contained in these updates are there for their benefit as an aid to help reduce down game time and insure the rides and games are maintained in a safe manner thus providing the very best possible guest experience.

Memo Park Hydraulic Rides

Recently we have received calls related to the hydraulic pumps failing due to the hydraulic fluid either running low or completely out of the reservoir tank. We recommend that the rides hydraulic fluid be checked at least once a month to prevent costly repairs. The Hydraulic fluid can be purchased from Grainger's and the part # is 3KD75. The fluid is a Mobil DTE24 hydraulic fluid.



OIL,HYDRAULIC,1 QT
Premium Hydraulic Oil, Container Size 1 Quart, ISO Viscosity Grade 100, Viscosity SUS @ 100 Degrees Fahrenheit 150/165, Flash Point 400 Degrees Fahrenheit, Pour Point -25 Degrees Fahrenheit



Also available through the SPT Parts Department is a cap for the base of the ride. The cap cover will allow you to add hydraulic fluid to the pump reservoir tank without taking off the base and also check the fluid level. You will have to cut a 2 ½ "hole in the base just above were the fill plug on the reservoir tank for the pump is located. The part # for the cap is MPA-0010.

CEC Entertainment

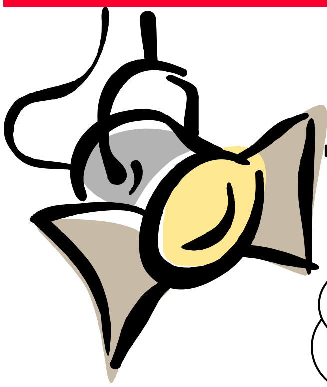
Where a Kid can be a Kid

June 23, 2006

Chuck E. FOCUS



Inside this issue:



IN THE SPOTLIGHT

thought of the week...



Make Magical Hospitality Vancouver, WA #333
Western Region ~ Bill Brown's District
Great Leadership From GM ~ Allen Morrell

It was last Monday when I came into Chuck E. Cheese in Vancouver, WA with my three children. I had never been in a Chuck E. Cheese before, so I didn't know what to expect. When I first walked in, Katie was at the door stamping everyone's hand. She asked us if it was our first time, and to make sure it was a great experience... she took time out of her busy day to sit down, talk and even played many games with my children. She made my first experience at Chuck E. Cheese a great one and look forward to returning!!!





Magical Hospitality Southbend, IN #931

Midwest Region ~ Arshad Khan's District

Great Leadership From GM ~ Tammy Miller

I was in the Parma, OH Chuck E. Cheese on June 3, 2006 at 2pm for my son Alex's 6th birthday party. I had never held a party there before. My party host name was David and he was GREAT!! He was VERY fun, helpful & full of energy!! He took care of everything and really helped me out alot!! My son had a great party & everyone had a wonderful time. I just wanted to say THANK YOU for a great experience!!

Merchandise "Fixes"

$5.99 CEC Bucket Hat: when displaying the bucket hat, use a $3.99 ball on the hat holder to help prop it put. This will give the guest a better look at how COOL the hat is.

$7.99 CEC Gumball Machines: Helpful hint from pg 6 of the Merch Standards Book. Having trouble with missing gumballs? Secure them by using a napkin to block the hole inside the gumball machine and then pour in the gumballs. Next secure the lid onto the top of the machine using double sided tape or glue. Make your cast aware that this is a display and not to give to any of our guest!

Prize Category Name Change

The 175 Tix Koosh Prize is now going to be the

175 Tix Candy Prize

The item number will remain the same, only the name is changing.

Compliments

Weekending June 18, 2006

Midwest Region:

700,326,331,836 & 67

Western Region:

333

Southern Region:

99,79,771 & 869

Northern Region:

523,459,625,751 & 101

Southwest Region:

416,596 & 32



Complaints

Weekending June 18, 2006

Midwest Region:

54 & 688

Western Region:

444,399,320,339,356,407,445,419, 45 & 300

Southern Region:

772,55,66,681,403,426,720 & 780

Northern Region:

501,485,489,522,464,481,746 & 557

Southwest Region:

936,970,971,742,596 & 32

WEEK 24

TOP TEN SALES VOLUME

LOCATION	VOLUME
1. BELL, CA #446	$73,960
2. BRANDON, FL #420	$69,540
3. SUN VALLEY, CA #418	$66,614
4. KENDALL, FL #438	$66,567
5. TAMPA, FL #430	$60,927
6. LYNWOOD, CA, CA #377	$60,595
7. HIALEAH, FL #424	$59,998
8. BRONX, NY #523	$59,892
9. BOCA RATON, FL #682	$58,097
10. ARDEN WAY, CA #410	$57,823

TOP TEN SALES INCREASE

LOCATION	% INCREASE
1. BEAUMONT, TX #930	49.1%
2. PASADENA, TX #691	46.6%
3. ARVADA, CO #717	39.8%
4. GRAND JUNCTION, CO #708	39.8%
5. BROWNSVILLE, TX #853	39.0%
6. GOLDSBORO, NC #386	35.3%
7. FAYETTEVILLE, AR #302	33.3%
8. TULSA, OK #891	32.9%
9. HOUSTON, TX #571	30.7%
10. IRVING, TX #81	30.6%

DFI Inventory and Holiday Hours Reminder

DFI will be closed on the following days.

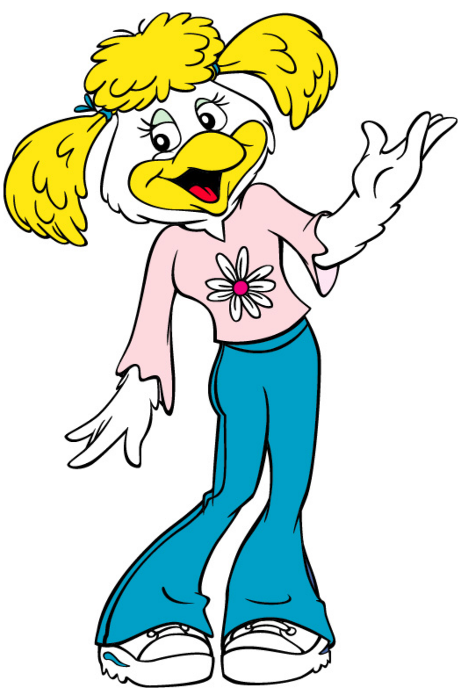
Wednesday June 28th

Thursday June 29th

Tuesday July 4th

This may cause you to receive your order a couple days late.

Payroll Department Extensions



If you need to contact someone in our Payroll Department please contact one of the following extensions and you should reach a Payroll Professional directly.

5493, 3059, 5629, 4279, 5450, 5430, 4612 and 4279

Tech Support Tips

CEC Entertainment

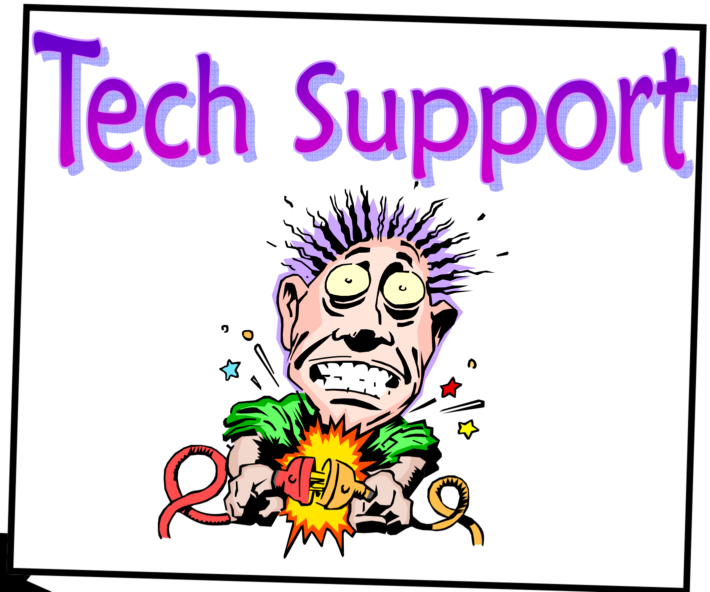
4441 W. Airport Frwy.
Irving, TX 75062

Phone: 972-258-8507
Fax: 972-258-4215
E-mail:
www.chuckecheese.com

Where A Kid can be A Kid

bbs.cecentertainment.com

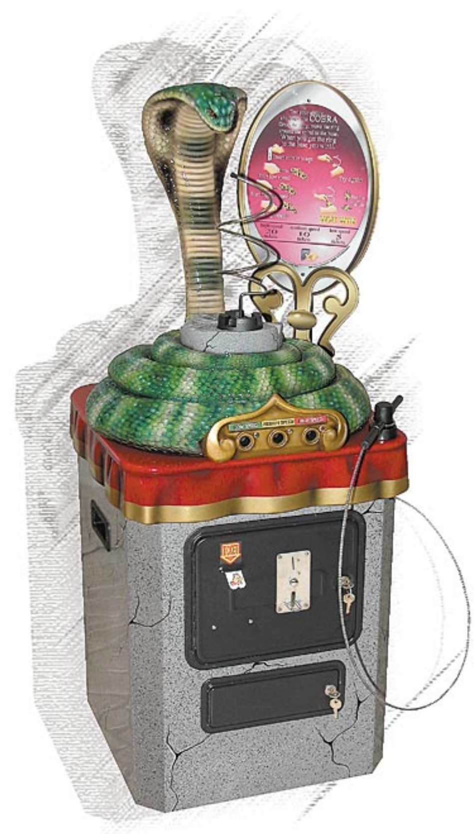
Check it out!!



CEC Magician and Cobra Game

If your tickets have run out and the alarm is going off, instead of power down the game to re-set it, you can reset the game by doing the following. First after replacing tickets into the game, insert the wand into the high speed position. Next take the wand and using the ring part of the wand touch the spiral. After touching the spiral the amount of tickets owed from the previous game should now be dispensed.

If your game is not scoring a win when the wand reaches the bottom of the spiral more often than not the issue is with the magnets molded into the wand have lost their magnetism. An easy way to be sure the issue is not with the Main CPU is to go to the CPU connector that the cable for the wand is going into. The connector is a 9 pin connector with 3 rolls of 3. The middle row on one side will have 2 black and one gray wire this is ground. The two terminals across or down from the ground and in the middle are orange wires. One orange wire goes to one set of switches and the other orange wire goes to the other set switches on the brown enclosure below the spiral. If you take your Digital Meter and measure DC volts between the black wire (Ground) and one of the orange wires you should read 5 VDC. Once you place the wand into the Brown enclosure below the spiral, the voltage should drop to 0 volts. The magnet's in the wand causes the switches to close and drive the orange wire to ground. Do the same test on the other orange wire. If both go to 0 volts then the problems with the Main CPU board, however if one or both orange wires stay at 5 VDC then the issue is either with one of the switches in the brown enclosure or most likely the wand. Replacement wands can be ordered from the SPT Parts Department Part # MP-00T-30



CEC Entertainment

Where a Kid Can be a Kid!

CEC FOCUS

Chuck E. Cheese's

June 30, 2006

thought of the week...



Coming together is a beginning ~
Keeping together is progress ~
Working together is a success

June Penz-Terc / Store #946

Magical Hospitality / Sacramento, CA #410 Western Region ~ Wayne Casey's District ~ Great Leadership From GM ~ Esau Baltazar

This is a big thank you to your store manager, Esau, at your Sacramento, CA restaurant located on Arden Way. I teach 4th grade in an inner city school, Mark Twain elementary in the Sacramento City U.S.D., with mostly disadvantaged children. Every year Esau donates pizzas to my classroom for an end of the year party. This type of generosity is not always found in my community and Esau is an excellent example of an outstanding employee who gives back to his community. My family and I frequently go to your restaurant and always find the service and cleanliness to be commendable. I wish your company boat loads of continued success. Thank you for owning and managing a restaurant that is fun and has great food and one that gives to charitable organiztions such as a public school.

Scott Chase ~ 4th grade teacher

Inside this issue:

Magical Hospitality / Mississauga, ON #844
Midwest Region ~ Sam Cantinella's District ~
Great Leadership From GM ~ Tom Kuharski



I visited store #844 today (June 24, 2006) to celebrate my daughter\'s birthday. I forgot to notify the staff of her name to be announced during the birthday name announcements. By the time I made it to the front all the names were announced and my daughter was sad. I saw one of the employees, her name is Emily Letourneau and told her of what had happened and asked her if she would be able to announce my daughter\'s name in the next round. She smiled and said I will do better, I will announce her name between the songs. When the second song was about to start, Emily stopped the song and loudly announced my daughter\'s name and everyone said happy birthday. What Emily did, made my daughter feel special and very happy. Much later we brought the cake out, Emily noticed and came up to me right away and said wait let me bring Chuck E. here, she lit the candles, helped with the cake cutting, clean the table then said "is everything is OK ? and asked if we needed anything else". She approached me twice after that and asked the same thing. I noticed she gave the same service to all the customers she was serving. Emily provided top notch service with great attitude and wonderful smile. Very polite and helpful and most importantly, she made my daughter's birthday truly happy.

I want to commend you for hiring a great employee such as Emily and if I may, other employees should copy Emily great customer service and attitude. Please do not hesitate to promote Emily, should she be up for evaluation or promotion. Job well done Emily and thank you again. Please, forward this thank you letter to Emily.

Sincerely, Shatha Jato





Complaints

Week Ending June 23, 2006

Midwest Region:
686, 456, 843, 603, 53, 713, 77

Western Region:
2~410, 418, 440, 850, 332, 339
621, 311, 406, 356, 353, 413, 558,
865, 620, 589

Southwest Region:
303,31, 2-570, 416, 930, 691
593, 301, 963, 667, 949

Northern Region:
3- 501, 3- 849, 480, 511, 513, 2- 494
478, 472, 471, 463, 487,, 504, 938, 736,
2-763, 535

Southeast Region:
2- 532, 770, 2-99, 483,
718, 62, 403, 450, 426, 722, 720



WEEK 25

Top 10 Sales Volume

LOCATION	VOLUME
1. Bell/Los Angeles #446	$100,636
2. Sun Valley / LA #418	$91,314
3. Bronx, New York	$90,523
4. Brandon / Tampa	$76,070
5. Kendall, FL	$75,813
6. Brooklyn, NY #522	$74,101
7. Torrance, LA	$73,342
8. Glendale # 634	$71,664
9. Lynwood, CA #377	$69,506
10. Queens, NY # 513	$68,519

WEEK 25

Top Ten % Increase

LOCATION	% Increase
1. Newington / Boston #471	114.1%
2. Monroeville #537	79.2%
3. Johnstown, PA #534	74.4%
4. Danvers/Boston #478	69.1%
5. Hartford /Newington #470	67.0%
6. Orange/Hartford #468	58.4%
7. Bridgeville # 535	51.5%
8. West Islip #511	50.9%
9. Comack, NY #504	50.9%
10. New Longdon # 650	50.9%

Merchandise Tips

175 Candy Prize "Invader Rings"



These candy rings are to be sold as a pack, as pictured above.

Have you sold all your $3.99 Superman Balls yet?

Call for a reorder!

972-257-3069

EAP/Work-Life News

When you need help, we're always within reach!

Summer 2006

RELIANCE STANDARD
Life Insurance Company
a DFA company

Helping Kids Not Sweat Summer Camp

Consider these tips for your child's first time away from home:

1. See camp as an opportunity to help a child develop a new sense of self, make new friends, develop new social skills, learn about teamwork, and be creative.
2. Prepare for camp together – talking about where to go and what to take. Your child will feel more ownership of the decision to go to camp.
3. Talk about feelings and concerns. Show confidence in your child's ability to handle being away from home.
4. Do talk about what might be easy and what might be more difficult about the camp experience, but keep the emphasis on fun.

Better Eat Your Wheaties

A research study of 80,000 male physicians discovered that those who ate at least one bowl of whole grain cereal per day had a lower chance of dying from heart disease during a five and one-half year follow-up period. The researchers took into account risk factors such as cigarette smoking, high alcohol intake, low physical activity, and high cholesterol. The surprise: Every medical cause of death was reduced as a result of eating whole grain cereal compared to men who ate none, or who ate refined grain or sugar coated cereal. What researchers think: Whole grains help lower cholesterol and blood pressure and improve how the body processes insulin and glucose. They also contain more beneficial micro-nutrients, antioxidants, minerals, and fiber.

Bring the Body … Feelings Follow

Can't change the way you feel? Change your behavior and the feelings might follow.

The strategy is nothing new to counselors, but a recent study made headlines. Wake Forest University researcher William Freeman, Ph.D., discovered that subjects who acted happier (even if they weren't) felt happier and more positive after 10 weeks of simply acting like it. Those who acted shy or introverted felt just the opposite.

"It's actually a radical idea to have control over our happiness," says Freeman.

(Note: Difficulty in feeling happy can be a sign of major depression, a treatable illness. In this case, turn to the EAP for assessment and referral.)

EAPs and Teenagers

Can the EAP help me with parenting difficulties I am experiencing with my teenager?

Yes!

The EAP can discuss parenting issues with you. The EAP will meet with you or guide you in finding the right help. The EAP might suggest a community resource, perhaps through your insurance plan. Drug and alcohol problems, parental conflicts, legal troubles, relationship problems, and depression are common for many teens. The EAP has experience with all of them.

Avoid Internet Dating Disasters

If you are about to take the plunge into online dating, do your homework on warnings and cautions. Many handy web sites focusing on personal protection exist. A quick search will find them.

A few commonly cited warnings and "red flags":

1. Never use your real name as your online name.
2. Avoid chat rooms.
3. Watch for inconsistent or irrational behavior online.
4. Don't meet someone unless you have seen his or her photo. Meet in a familiar, public place.
5. Avoid anyone who provides vague or inconsistent information about themselves, is evasive, doesn't
6. give you a home number, or is
7. difficult to reach.

A perfect summer day
is when the sun is shining,
the breeze is blowing,
the birds are singing,
and the lawn mower is broken.

-- James Dent

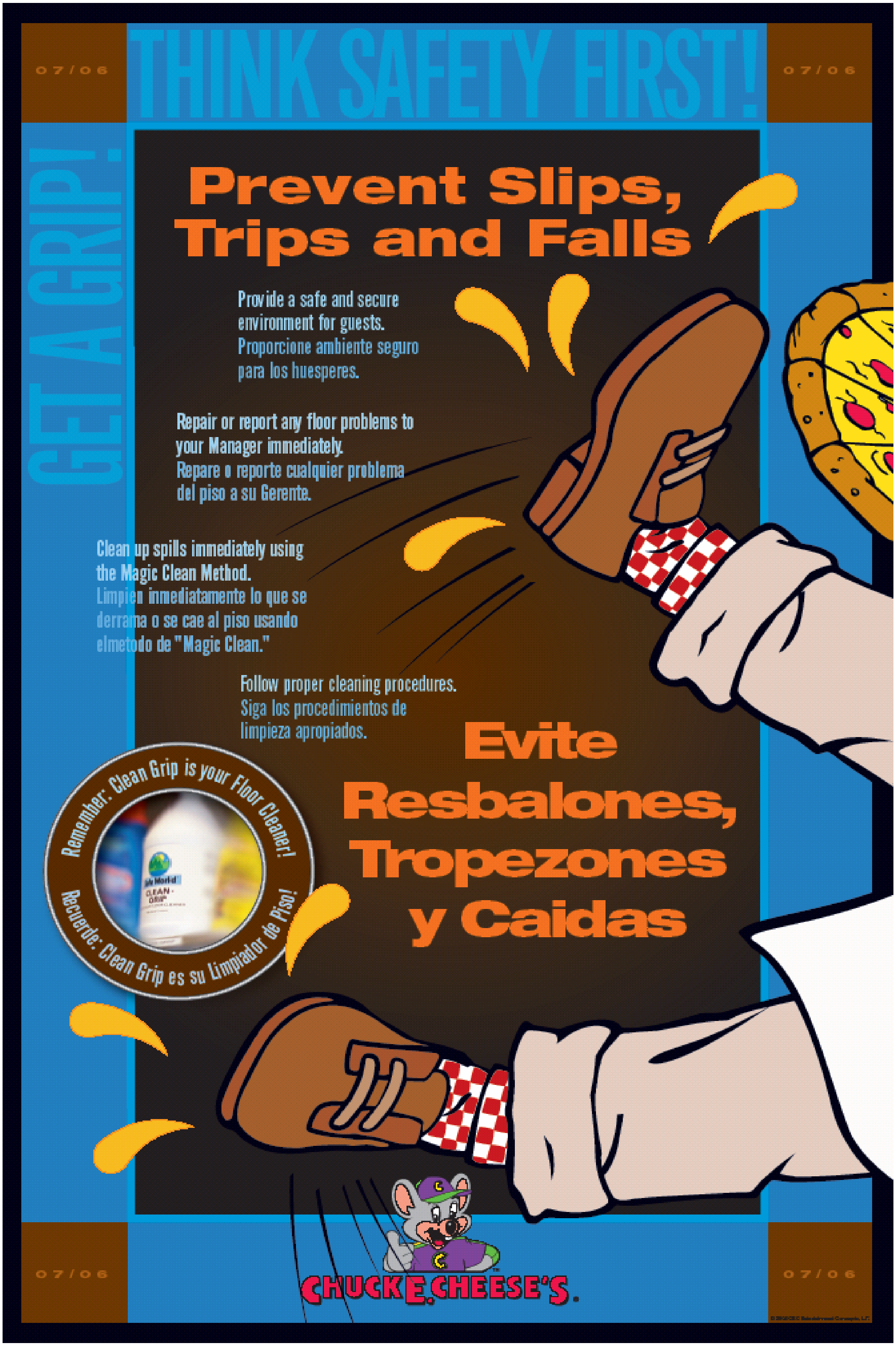
EAP/Work-Life News

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some articles reprinted


07/06
THINK SAFETY FIRST!
07/06
GET A GRIP!
Prevent Slips, Trips and Falls
Provide a safe and secure environment for guests.
Proporcione ambiente seguro para los huesperes.
Repair or report any floor problems to your Manager immediately.
Repare o reporte cualquier problema del piso a su Gerente.
Clean up spills immediately using the Magic Clean Method.
Limpien inmediatamente lo que se derrama o se cae al piso usando elmetodo de "Magic Clean."
Follow proper cleaning procedures.
Siga los procedimientos de limpieza apropiados.
Remember: Clean Grip is your Floor Cleaner!
Recuerde: Clean Grip es su Limpiador de Piso!
Evite Resbalones, Tropezones y Caidas
07/06
CHUCK E. CHEESE'S
07/06

Prevent Slips, Trips and Falls

Evite Resbalones, Tropezones y Caidas



BACKGROUND INFORMATION

Slips, Trips & Falls injuries are very common accidents in the restaurant workplace. Teach your team to identify potential slipping hazards such as: frayed carpeting, slippery or uneven surfaces and trash in walkways or on stairs. Every Cast Member can help to prevent slips, trips & falls by following correct floor maintenance procedures, working in an orderly fashion and paying attention to where you are walking.

INFORMACIÓN PREVIA

Los resbalones, los tropiezos y las caídas son accidentes laborales muy comunes en restaurantes. Enseñe al personal a identificar los posibles riesgos de accidentes de este tipo, tal como: alfombras rotas o desgastadas, superficies resbalosas o desniveladas, y la presencia de basura en pasillos y escaleras. Todo el personal puede ayudar a prevenir resbalones, tropiezos y caídas manteniendo los pisos limpios y en buenas condiciones, trabajando ordenadamente y prestando atención a lo que hay en su paso cuando caminan.

Primary Discussion Points

- Wear shoes with non-skid soles and flat heels.
- Walk, don't run.
- Walk slowly, with a sliding motion, on slippery or uneven surfaces.
- Clean up spills immediately.
- Spot mop during busy periods using the Magic Clean Method.
- Place "wet floor" signs immediately if floors are wet and if you are cleaning spills.
- Keep cords and power cables out of walkways.
- Don't leave doors of games open and make sure they are properly secured.
- Watch for our smaller Guests.
- No Horseplaying.
- Dispose of trash promptly and properly.
- Repair or report any floor problems to your Manager immediately.
- Spot clean "extra-slippery" areas with "extra-strength clean grip" in spray bottle
- Every evening mop with Clean Grip floor cleaner, deck wash, rinse and squeegee all tile floors.

Puntos principales de discusión

- Usen zapatos de taco bajo y con suela antideslizante.
- Caminen, no corran.
- En pisos resbalosos o desnivelados, caminen despacio, imitando un movimiento deslizante.
- Limpien inmediatamente lo que se derrama o se cae al piso.
- Durante las horas de mayor actividad, limpien el piso en los lugares adonde se pueda usando el metodo de "Magic Clean."
- Si el piso está mojado, coloquen inmediatamente los carteles de "piso mojado".
- Mantengan los pasillos despejados de cables eléctricos.
- No dejen abiertas las puertas de los juegos y asegúrense de que estén cerradas firmemente.
- Vigilen a nuestros visitantes pequeños.
- No se debe corretear ni hacer bromas físicas en el trabajo.
- Desechen la basura en forma inmediata y en el lugar correspondiente.
- Reparen o informen al gerente inmediatamente sobre cualquier problema con los pisos.
- Limpa lugares que estan muy resbalosos con "extra-strength Clean Grip" en botella de bomba
- Cada noche limpien los pisos usando el limpiodor Clean Grip, brocha, enjuage y squeegee todo los pisos de azulejo.

CHUCK E. CHEESE'S

CHUCK E. FOCUS - JUNE 2006 ISSUES
(FOUR ISSUES - 6/2/06, 6/9/06, 6/23/06, 6/30/06)

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